NA

NORTH AMERICA PLATINUM SPAS WARRANTY

This warranty is only valid for spas ordered from 1 September 2026

***Lifetime warranty on the shell structure of the spa:** Superior Wellness warrants the structural integrity of the spa shell against water loss due to defects in the material or workmanship.

****5-7 years warranty on the shell surface of the spa:** Superior Wellness warrants the shell surface of the spa against blistering, cracking, and delamination. 5 years Deluxe, Premium, Swim Spa and Mini Pool ranges. 7 years Luxury range.

3 years warranty on Control box, display module and heater: Superior Wellness warrants the display and the spa control box against defects in materials and workmanship. This warranty is not given on fuses, bulbs and gaskets.

3 years on pumps: Superior Wellness warrants the jet and circ pumps against defects in materials and workmanship.

2 years warranty on plumbing: Superior Wellness warrants the plumbing against leaks from fittings, pipes, drains, joints, internal plumbing, bonded parts, jet housings.

2 years warranty on the cabinet of the spa: Superior Wellness warrants the cabinet against cracking, peeling of the surface, due to defects in the material or workmanship. Fading and weathering of the surface will naturally occur over time and is not considered to be warrantable defects. Please be aware that damage to panels incurred by misuse is not warranted.

2 years warranty on the ozone generator: Superior Wellness warrants the ozone generator against defects in materials or workmanship.

2 years warranty on the audio system components: Superior Wellness warrants the factory installed audio components (i.e. power supply, speakers, wires, etc.) against defects in materials or workmanship. This includes Bluetooth modules.

2 years warranty on LED lights: Superior Wellness warrants the factory installed LED lights against defects in materials or workmanship.

2 years warranty on the thermo cover: Superior Wellness warrants the thermo cover against defects in materials or workmanship. Please be aware that damage to covers incurred by misuse is not warranted.

2 years warranty on plastic components: Superior Wellness warrants the filter housing, pillows, diverters, waterfalls, cup holders. Defects due to water chemistry are not covered.

2 years warranty on Jets: Superior Wellness warrants the jets against defects in materials or workmanship, this does not cover jets failing due to lack of maintenance and poor water chemistry.

Warranty Limitations

1. Warranty period starts upon delivery of the product to the consumer. For products in stock more than 60 days please contact support to discuss claim.
2. The warranty does not cover damage caused by misuse, lack of maintenance, or lime scale deposits. Chemical abuse or poor water chemistry. Please avoid using hydrogen peroxide-based systems, as doing so will void your warranty. These systems can damage the jets, and any resulting damage will not be covered under warranty.
3. Superior Wellness reserves the right to replace the defective parts with factory or re-manufactured parts.
4. Superior Wellness is not responsible for any damage caused by alterations or modifications by the consumer.
5. Radio/Bluetooth reception is not covered by warranty because the reception depends on local conditions. The received signal may deteriorate if there are high voltage lines near the spa.
6. The warranty of the spa does not cover defects, damage or failure caused by the common carrier, installer, user or other persons, pets or rodents, or resulting from, without limitation, any of the following: careless handling (lifting unit by plumbing, abrading finish, etc) including its own negligence; modification of any type for any reason) including modification to meet local codes); Improper installation (including installation not in accordance with instructions and specifications provided with the unit); connections supplied by the installer of the equipment; improper voltage supply or unauthorized electrical modification; misuse; incorrect operation, or lack of proper routine maintenance; operation of the unit without specified minimum amount of water or at inappropriate water temperature; use of abrasive or improper cleaners; or acts of God, such as lightening, floods, earthquakes etc.
7. In addition, Superior Wellness will not be responsible for incidental or consequential damages or losses arising from any cause (e.g. water damage to carpet, ceiling, tiles, marbles, loss of use etc.) including it's own negligence; damages to, respecting or resulting from: plated parts when pool and/or spa chemicals are used in the unit or hard water conditions; optional bath equipment not manufactured by the company but supplied with the dealer, installer or Company; the units prior usage as an operational of display; or defects that should have been discovered before installation.
8. This warranty does not include labour, transportation, crane, or any other costs incurred in the removal and or re-installation of the original unit and/or installation of a replacement unit; any costs relating to obtaining access for repair; or loss of use damage, including loss of sales, profit, or business under any circumstances. Spa units are excluded of any warranty coverage if any addition, deletion, or modification of any kind whatsoever has been made to the unit (or to any component).
9. The warranty does not cover defects of damage due to normal wear and tear, improper installation, alterations without the manufacturer written consent, accident, misuse, abuse, commercial or industrial use, the use of an accessory not approved by the manufacturer, failure to follow the user manual, or repairs made or attempted by anyone other than an authorized representative of the manufacturer.
10. Superior Wellness will not provide compensation for delays in resolving warranty claims, or loss of use whilst the claim is in process.
11. Due to their size, large replacement parts such as side panels and covers are not eligible for free-of-charge shipping as standard. These items will instead be dispatched with your next scheduled spa collection from our warehouse. If the parts are required urgently, a shipment quote can be provided upon request.
12. Superior Wellness does not warrant defects incurred through prolonged exposure to the sun or use of any sanitization not approved by the manufacturer. Any damages caused to the spa surface by leaving the spa uncovered and empty of water within direct sunlight exposure will terminate this warranty.

Extent of Warranty

This warranty extends only to the original consumer purchaser of the spa when invoiced and delivered. The warranty terminates upon any transfer of ownership prior to the expiration of the warranty period. Any modifications to the spa will void the warranty.

How to make a claim

Please log a claim using the warranty portal on the crm. Alternatively contact the support team on the details below. We reserve the right to inspect the Spa before processing your warranty claim. Superior Wellness After sales team

T- **+44 (0) 1246 559071 option 3**

E- support@superiorwellness.co.uk

Consumer- **https://crm.superiorspasstock.co.uk/warranty**

Partner- **CRM | After Sales Dashboard (superiorspasstock.co.uk)**

* Lifetime warranty period 10 years.

** Any damage found must be reported within 30 days with images. Any damage not reported and in time worsens maybe rejected.